1. From an Enterprise Perspective

What are the services?
What are the standards?
Who wants to participate?
What is the cost?

2. What you want ITMC/STISD to address?
A service? A standard? A community of interest? Costs?

1. Adobe update
2. Bring your own device
3. Cloud Hosting
4. Create matrix that identifies existing state standards
5. Data Security (encryption, removable storage etc)
6. Digital Asset Management
7. Digital Signatures
8. eLearning Tool/Techniques/Best Practices
9. Email Archiving
10. Identity Management
11. Information Management classification, retention, DRM, etc.
12. Mandatory Oracle Password Changes
13. Miles City update
14. Mobile Content vs. Mobile Apps
15. Mobile device management
16. Mobile devices including bring your own device (BYOD)
17. Outlook .PST's
18. Records management
19. Records Management (including email management)
20. SMDC update
21. Social Networking
22. Standards/procedures/connection to Summit Net/etc
23. System Center Configuration Manager
24. Windows 7
25. Other topic(s) not listed above

3. This is what we have now.
What are we missing? What do we expect from our enterprise?

1) **Enterprise Service Catalog: Business**
   a) Electronic Collaboration
      (1) Imaging and Document Management - FileNet P8
      (2) Real Time Communication Service (OCS) (Lync)
      (3) SharePoint
      (4) Video Services – Video Conference
      (5) Web Content Management - Sharp Content
   b) Electronic Mail Service (Space, restore, legal hold, list hosting, public folder, mail box)
   c) Security Services (Novell, Directory services – RSA, Secure Authentication)
   d) Software Management (DocuAnalyzer, Report Distribution Software, RDS, SAS)
   e) Support Services
      (1) Agency Telephone, Internet and Email Communications Records - Request
      (2) Computing Systems Monitoring
      (3) File Transfer Service
      (4) PDF Converter Service
      (5) Qwest DEX Phone Book Advertising Coordination
      (6) Service Desk
      (7) State Government Telephone Directory
      (8) State of Montana Government Operator Assistance
      (9) State Telephone Operators

(10) Streaming Media Service
(11) WSUS Service - MS Windows Server
Update Service
f) Voice Services
(1) Audio Conference Calling
(2) Automatic Call Distribution
(3) Desktop Telephone Services (Catalog,
Dial Tone, Installation, Long Distance,
Features
(4) Interactive Voice Response
(5) Private Line
(6) RAN Recorded Announcement
(7) Real Time Communications - Voice
(OCS/Lync)
(8) Voice Mail

2) **Enterprise Service Catalog: Connectivity**
a) Network Services
(1) LAN - Local Area Network Connectivity
(Authentication, Bandwidth, Wireless)
(2) Remote Access (VPN)
(3) Security Services (Firewall)
(4) Structured Cabling
(5) WAN - Wide Area Network
Connectivity (Bandwidth, Converged,
DSL, Bridge)

3) **Enterprise Service Catalog: Professional**
a) Subject Matter Professionals
(1) AMSB Expert Time - Procurement
(2) Application Development (ITS, AI)
(3) Database Management Support
Services
(4) DMSB Storage - Expert Time
(5) Enterprise Applications - Expert Time
(6) Mainframe - Expert Time
(7) Mid Tier - Expert Time
(8) NTSB NET- Expert Time
b) LAN Administration

4) **Enterprise Service Catalog: Systems**
a) Hosting Solutions
(1) Dedicated Hosting (AIX)
(2) Mainframe Processing (CICS, IDMS,
Batch, Tape, TSO
(3) Co-location Hosting (SMDC, iConnect,
Federal Reserve)

(4) Other Hosting (AIX, Alternate,
Java/Apache, Citrix, GIS, .Net, Oracle,
PeopleSoft, Servers, SQL Server,
WebTech/Websites)
b) Software Configuration Management
(Hosting, Setup, Server)
c) Storage Solutions (Backup, Disk, HSM,
Tape)

5) **eGovernment**
a) Montana Interactive, LLC

6) **Procurement Resources**
a) Contractor Assess Program
b) Master Contract IT Services
c) PC Term Contracts
d) Telcom Contracts
e) Other Term Contracts

7) **MIS Service Contracts**
a) Analysis, Design & Planning
b) Business Process Management (BPM)
c) Distributed Applications (Systems
Analysis, Application Development, etc.)
d) Document Management, Imaging (incl
FileNet) Services
e) Workflow/BPM analysis, design, and
implementation
f) GIS (GIS project management, planning,
etc.)
g) Information Systems Security
h) Disaster Recovery Planning, Business
Continuity Planning and Risk Assessments
i) Internet, Intranet & eGovernment
j) Mainframe Applications
k) PeopleSoft Services
l) Project Management Services
m) Public Safety Services
n) Staff Augmentation
o) Telecommunication